

Dear Preferred Partner,

In light of the situation, we are enabling the following options for our customers:

- Passengers who have already initiated their travel and wish to precede their return flight until Friday, October 21, 2023 (inclusive), will not be charged for reservation change fees and/or fare differences, if applicable, for the same service class.
- Passengers who have already initiated their travel and their return flight is on/before October 21, 2023, may postpone their flight to Israel, without being charged for reservation change fees. Fare differences may apply, for flights departing after Friday, October 21, 2023.
- Passengers who have not yet initiated their travel and their departure date is on/before October 21, 2023, may change or freeze their tickets, without being charged for reservation change fees. Fare differences may apply, for flights departing after Friday, October 21, 2023. Alternatively, the ticket may be substituted for a UATP voucher, at no additional cost.